



**CONSUMER
& INDUSTRY
SERVICES**

*"Serving Michigan...
Serving You"*

e-DISCUSSIONS

VOLUME 33 - August 29, 2003

From the Director

by David C. Hollister

The sign that the unofficial end of summer is near as the annual Labor Day Bridge Walk led by Governor Jennifer M. Granholm on Sept. 1 is just around the corner. As you know, Labor Day is a yearly national tribute to the contributions workers have made to the strength, prosperity, and well-being of our country. So this month's column is dedicated to you, our state employees.

During the past eight months that I have served as director, I have received many letters and comments of appreciation for CIS, MEDC, and Career Development employees who have gone above and beyond their jobs to serve the citizens of Michigan. It makes me very proud to be your director and I have come to realize it is very difficult to personally express my appreciation to the 4,000 plus employees in our department who are deserving of recognition. But I felt it is important to have a program in place to acknowledge a commitment to excellence in the workplace.

Therefore, I am announcing a new project called "A Special Delivery from the Director" where we will be surprising a few employees every month with a goodie bag filled with snacks and a thank you for being caught in the act of doing a good job. To help select our recipients, I have already invited Bureau Directors to submit names of employees who have gone the extra mile for the State of Michigan and the people we serve. If you know of a co-worker who deserves recognition, please feel free to fill out the nomination form (see page 5 of this newsletter) and forward it to your Bureau Director. Of course, we will continue to recognize all employee accomplishments in the CIS Salutes section of e-Discussions. I would like express my appreciation to the CIS Fun Committee, which holds fundraisers to organize workplace fun events, for donating funds toward the gift bags so we can help brighten some employee's day on the job during these tight budget times.

As promised, I would like to respond to a couple emails I've received in the "A Note to the Director" email box:

Q: "I voted for you as mayor of Lansing and was sorry to see you leave, although I am glad you are now our director. However, why do you still want to be addressed as mayor when you are not the mayor of Lansing anymore?" Anonymous

A: We received a few questions about my title since it is common to refer to former elected officials by the title they previously held. In written communications, please refer to me as CIS Director so we don't confuse the public about my role. If you pass me at work and say "Hi Mayor," that's okay too since I hear it often every day and consider it a term of endearment. **D.H.** 😊

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David C. Hollister

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Director Hollister Column continued

Q. "I keep hearing rumors about early retirement package for state employees. Time and age equal 70. Please let me know if the rumors are true or not, so I can plan my life. Thank You!" - N.H.

A. This is only a rumor! There is no new early out in the works from the Office of the State Employer, Budget Office, Governor's Office or Office of Retirement Services. The State of Michigan experienced a significant reduction in the workforce caused by the last early out so there is no plan for another offer. **D.H.** 😊

Q. "How can Departmental Technician 10 make \$20.68 per hr and only have a high school diploma or a GED Certificate?" - Anonymous

A. I'm assuming you saw a Departmental Technician 10 position posted on the State of Michigan vacancy website requiring a minimum high school diploma/GED. Let me assure you that the requirements listed are considered the absolute "minimum" education to even be considered for this type of position. This is in the event there is a candidate who exists with a significant amount of technical experience who should at least have his or her qualifications reviewed for a position. When there is an applicant pool of hundreds, often the minimum requirement isn't enough to get a position. As a former teacher and an advocate of lifelong education, I always encourage people to keep their education and job skills current to maintain their competitive edge in the job marketplace and we just might discover a diamond in the rough. **D.H.** 😊

Q. Will combining the mentioned agencies save any funds? Has a name been decided on yet for the new department? D.S.

A. After the election, the Governor Elect asked me to create a plan that would reconfigure Michigan's economic development departments, agencies and programs that would bust the silos, streamline and integrate Michigan's multiple programs in order to grow the economy. The new department, called the Department of Labor and Economic Growth, will be more efficient and cost-effective. Governor Granholm's goal is to make Michigan number one, *the* magnet state, with the top economic development, job creation, innovation, entrepreneurship and urban revitalization programs. We know for urban revitalization to be successful, we must work on the quality of our schools as well as economic development. But our goal with the new department is to be number one in all of these endeavors, and we have set out to consciously create "mitten envy." **D.H.** 😊

Q. "I applaud this public input form. Hope this sets a standard for state government (by the people). Best wishes to Mr Hollister." Brent, DNR.

A. Thanks Brent, it's nice to hear from other departments.

If other state employees would like to submit input, visit <http://www.michigan.gov/cis/> and click on "David C. Hollister Biography," then the link "A Note to the Director." (The direct link is: http://www.cis.state.mi.us/insidecis/director/note_to_mayor.htm) You can leave your name or remain anonymous. I read every email - perhaps I'll be responding to your email in a future newsletter. **D.H.** 😊

Meet Your Director - Detroit Reception



Director Hollister Meets with Employees at Detroit Cadillac Place

Several hundred people attended the Detroit Reception on July 17th at the Cadillac Place to meet Director David C. Hollister.

This is the 4th Meet the Director reception he has attended to meet CIS, Michigan Economic Development Corporation, Career Development, and Broadband Development Authority employees one-on-one.





Screenings for Eating Disorders and Anxiety Now Available

Since 1997 more than 11,000 State of Michigan employees have used the Employee Service Program's Interactive Screening Program to take a telephonic screening for depression or alcohol problems. Due to the success of this program, the Employee Service Program is adding screenings for anxiety and eating disorders.

Answers Now Available Online!

Screenings for anxiety, eating disorders, depression, and alcohol concerns are now available online. These free 5-minute online screenings are anonymous and provide instant feedback, advising you if your responses are consistent with any of these treatable medical conditions. You will also be informed on how to use your insurance benefit to obtain treatment. For the four screenings, visit <http://www.mentalhealthscreening.org/screening>, enter the keyword "espmi" and follow the instructions. While all four screenings are available online, only the alcohol and depression screenings are available by telephone (Toll Free 1-800-887-5676).

Since screenings for anxiety and eating disorders are new, a bit of information from the National Institute of Mental Health may be helpful:

Anxiety Disorders

For over four million Americans constant anxiety seriously interferes with their lives.

Generalized Anxiety Disorder: Everyone feels anxious or worried at times and these feelings usually come and go with changing circumstances. However, for people with an anxiety disorder, worry and anxiety is a constant presence that interferes with their lives. Often this anxiety will seem to be without any particular cause and will have symptoms such as: difficulty concentrating, being easily startled, headaches, muscle tension, heart palpitations, sweating, nausea, sleep problems and irritability.

Post Traumatic Stress Disorder (PTSD): Sometimes witnessing or being involved in horrific events such as war, acts of violence, threats, abuse, accidental deaths and injuries, or natural disasters can result in anxiety problems with symptoms that may be delayed for months or years. PTSD symptoms last

for one month or more and can include those mentioned above, and/or reliving the event and/or avoiding reminders of it, social withdrawal and mistrust, amnesia for parts of what happened, feelings of shame or guilt, substance abuse or other self-destructive behaviors.

Eating Disorders

Over five million Americans have an eating disorder. Diets and exercise programs are a part of our culture. However, eating disorders involve a serious disturbance in eating behavior, ranging from extreme and unhealthy reduction in food intake to severe overeating.

Anorexia Nervosa is characterized by an intense fear of becoming fat, even if the person is underweight. People with this disorder see themselves as overweight even if they are dangerously thin, and will often exercise compulsively to reduce their weight. Women with anorexia may have infrequent or absent menstrual periods.

Binge Eating Disorder is characterized by episodes of eating an excessive amount of food within a short period of time, with a sense of lack of control over eating during these episodes. Eating at these times is often rapid, continues past the point of being uncomfortably full, and may be done in secret.

Bulimia has the recurrent episodes of binge eating as described above. In addition, people with Bulimia use medically harmful behaviors to remove (or purge) the excess food in order to prevent weight gain. Examples of purging include vomiting, misuse of laxatives or other medications, fasting or excessive exercise. As a result of this purging, weight is often within a normal range. People with Bulimia feel ashamed when they binge, relieved once they purge, and often do both in secret.

Do You Have Questions? If you would like further information about the Interactive Screening Programs or about depression, alcohol concerns, or eating or anxiety disorders, please contact the Employee Service Program in Lansing at 517-373-7630/800-521-1377, or in Detroit at 313-456-4020/800-872-5563.



CIS Employees to Be Recognized with “Special Delivery from the Director”

Know of an employee who has gone above and beyond their job to help a peer or citizen? Nominate them for a “Special Delivery from the Director.” Fill out the form below and submit it to your Bureau Director for consideration for this new recognition program for Director Hollister to express his appreciation to staff. Our first recipient was Karen Gagnon of the CIS Office of Policy and Legislative Affairs. Director Hollister received a letter of appreciation from Rep. Jim Howell for Karen’s assistance. “Many times our employees give more than what is required, and in doing so, demonstrate the true spirit of our great state. In a recent constituent case handled by your department, Karen, demonstrated the highest degree of professionalism as well as the human touch that is so vital in serving our residents.” Thank you Karen! Look for more “Special Delivery” recipients in future editions.



CIS Deputy Director Dennis Sykes presents a “Special Delivery from the Director” to Karen Gagnon of the Office of Policy and Legislative Affairs.

“Special Delivery from the Director”

I would like to nominate the following staff member to receive a “Great Job” acknowledgement from the Director:



Name of Nominee	
Office/Bureau	Classification
Telephone	Office Location

The reason I am nominating this person:

Bureau/Office Director	Date

Bureau Directors: Please forward to the CIS Media Office, 4th Floor Ottawa Bldg, Lansing



Employees Lending a Hand for Habitat Build

Volunteerism is alive and well in CIS! We had an overwhelming and heartwarming response after Bureau Directors were asked to let us know of employees who would like to help with the state employee Habitat Build planned in Detroit. We wish we could have used everyone who volunteered to help on this special project. Unfortunately, we needed only two volunteers for September 9th and 18 volunteers for September 13th - a relatively small group for a department of our size. We'll keep you posted on their project. Representing our department at the state employee Habitat Build with Governor Granholm will be:



September 9: Debra Hughes(MDCD) and Kimberly Taylor (BOH).

September 13: Tamika Hale(MSHDA); Joseph Campbell(BCS); Patricia Fronta(PSC); Tony Kairis(BSR); Daniel Dykstra(BCCFS); Sandra Brewster Brown(BWUC); Ann Marie Cardena(BWUC); Sharman Cross(BSR); Douglas Boyd(BSR); Shellene Boyd(BSR); Charles Lorish(BSR); Andrea Stolicker(BSR); Robin Spaulding(BSR); Richard Pennings(MSHDA); Michele Whitmore(MSHDA); James Kehrer(MDCD); Maura Campbell(CIS Media); and Edward Ewell(BFS).

We've Moved!

The CIS Director's Office, Media, Office of Policy & Legislative Affairs, Energy Office, Internal Audit, FOIA, Human Resources, Boundary Commission, Finance & Administrative Services have moved to the Ottawa Building 4th Floor,
The street address is:
611 W. Ottawa Street, 4th Floor, Lansing.
The mailing address is:
P O BOX 30004
Lansing MI 48909

CIS Volunteer Spotlight:

Now Featuring Jeanne Hoin



Name: Jeanne Hoin
Title: Bureau of Commercial Services Regulation Agent based out of Grand Rapids
Charity: Nation's Voice on Mental Illness

E-discussions is introducing a new feature "CIS Volunteer Spotlight" to recognize our employees who volunteer in their free time and to help bring awareness to their charities. We hope you enjoy this addition!

Jeanne Hoin, a Regulation Agent for the Bureau of Commercial Services Enforcement Division, serves as an officer on the board of The Nation's Voice on Mental Illness (NAMI) of Kent County. This group is an affiliate with NAMI Michigan, both "grass roots" organizations. Some of the purposes of NAMI of Kent County are to "Improve the lives of the mental health consumers," "Promote community awareness and remove the stigma attached to mental illness," and "Be a strong united voice of the mental health constituency of Kent County, the State of Michigan, and nationally." NAMI Michigan can be reached at (517) 485-4049 or <http://mi.nami.org>. Your dedication to this good cause is commendable, Jeanne.

Are you a CIS employee who volunteers? Do you want to promote your charity? Send your information to ldonla@michigan.gov for consideration as a future Volunteer Spotlight.



Volunteers Still Needed to Facilitate Sessions for Governor's Visions and Values Program

Pursuant to the Governor's Visions and Values program, the Departments of CIS, MEDC, Career Development and Broadband Authority will be conducting approximately 25 sessions to promote the Governor's values and solicit feedback from employees. These sessions will be held in several locations throughout the State during the months of October and November, 2003.

We are soliciting volunteers to assist in the facilitation of the meetings. Interested individuals will need to assist in at least five of the meetings, and also participate in a training session and a pilot session to be held in the Lansing area.

Facilitation is a process through which a person helps others complete their work and improve the way they work together. Facilitators help others get work done by providing methods that support both accomplishing tasks and helping individuals work together.

We are looking for approximately 90+ energetic, positive employees with experience in facilitation at meetings. We'd like to see a diverse mix of individuals from different geographic locations, with a variety of years with State service, and an assortment of employment levels.

Employees will need to commit to training in September and participate in five sessions during October and November. This would mean approximately 2 ½ days over the two-month period. For those who are available, some travel may be involved.

Each session will last ½ day and requires three different types of facilitators: two lead facilitators to present the majority of the agenda at each session, table facilitators for each table to lead individual activities, and a resource facilitator as a back-up, to both assist the other facilitators, and to monitor and report back on the success of the session. Lead facilitators and resource facilitators must have experience in facilitation and be skilled with working with large groups, and table facilitators must be comfortable in keeping individuals on track and gathering data.

A short debriefing and evaluation discussion with the facilitators will also take place after each session.

If you are interested in volunteering to participate as a facilitator, please contact Sue Ann Searles at Searless1@michigan.gov or 517-335-5928.

Employees to Participate in Workshops to Shape Values for State Government

The Governor is committed to making Michigan the best place in the country to live, work and raise a family. She is committed to making state government one of the best workplaces in the country. Our working together with a common set of values will help us achieve this vision faster and better.

In the last couple of months the Governor has worked with her Cabinet and Executive staff to refine values for the state. Thus far they have identified three values: **Integrity, Inclusion and Excellence**. Many CIS, Career Development, Michigan Economic Development Corporation, and Broadband Authority employees already completed the Governor's survey, which helped articulate and align your personal values. Our next step is to link your personal values with Departmental values.

Therefore, in the next few months our employees will be asked to participate in one of the 25 half-day workshops being held throughout the state. By participating in this valuable process, the result will be a common set of values that will help guide our new department and the work we do in state government.



CIS Recognized with Accela Trendsetter Award for its E-Government

Accela, Inc. announced that the Michigan Department of Consumer & Industry Services Bureau of Construction Codes and Fire Safety has been selected as the recipient of the Company's 2003 Trendsetter Award in recognition of the State of Michigan's success in implementing effective e-government initiatives. The Michigan Department of Consumer and Industry Services, Bureau of Construction Codes and Fire Safety (BCCFS) recently implemented a public access portal powered by Accela's VelocityHall®. The site, found at <http://www.michigan.gov/bccpermits>, provides Michigan contractors with on-line access to electrical, mechanical, and plumbing permits.

Using the site, licensed contractors can obtain new permits on-line in a matter of minutes. The previous process required contractors to mail in applications, resulting in a waiting period up to fifteen working days to receive the processed permit. The Bureau's new service not only eliminates mailing time, but the system instantly detects errors such as incomplete forms, invalid addresses, and other potential inaccuracies. In addition, the system is available 24 hours a day, 7 days a week so contractors can check the status of a permit at any time, saving time and overhead costs for both the contractors and the agency.

Michigan contractors are extremely pleased with the new system. "This new service is a very useful tool that saves me an immense amount of logistical downtime resulting from previously going back and forth between my office, the State of Michigan, and the job site," states Kevin Krula, owner of KTM Heating & Cooling. "I am now able to instantly receive a permit number and proceed with business. What was normally a two week turnaround time for the inspection process, now only takes one to three days."

The portal was commercially launched 120 days ago and already accounts for nearly 20% of the agency's permit transactions.

"Our agency is pleased to be recognized with this award. The response from the development community has been very positive. We anticipate that the number of permits issued on-line will continue to grow every month." said CIS Director David C. Hollister.

State of Michigan Website Makes It Easier for Counties to Report and Access Public Land Records in Office of Land Survey & Remonumentation Program

An enhancement to the Bureau of Construction Codes & Fire Safety website will make it easier for Michigan county officials to report public land records to the state's Survey & Remonumentation Program and for consumers to access this information. The new web-based Corner Index System will be used to report information on corners completed by counties for the Office of Land Survey and Remonumentation as they are restored.

The Statewide Search for Remonumentation Data and County Remonumentation Data Entry is at <http://www.michigan.gov/cis> and clicking on the "Bureau of Construction Codes & Fire Safety" icon. The Survey and Remonumentation program preserves, maintains, and re-establishes the original 300,000 property corners, which identified and enabled land to be sold in Michigan since it was a territory in the 1800s. Cement and steel marker monuments are generally set in half-mile intervals across the state in east-to-west and north-to-south directions. However, in many cases, the original wooden stake corner markers have been obliterated and replaced with pipes, rods, stones, plowshares and even gun barrels now dating more than 100 years old.

The Survey and Remonumentation program allows counties to restore the corners that are reference points for surveyors, developers and the maintenance of roads and utilities, as well as the exchange and use of public and private properties.



First SHARP Award Presented to IMCO

IMCO Recycling Inc.'s Coldwater South Plant became the first facility in the state on Aug. 11 to receive the prestigious Michigan Safety and Health Achievement Recognition (SHARP) Award for an exemplary safety and health management system.

MIOSHA established the SHARP program to recognize employers that have achieved safety and health excellence far beyond their peers.

The Michigan SHARP Program targets small, high-hazard employers—to help them develop, implement and continuously improve the effectiveness of their workplace safety and health management system. SHARP provides an incentive for employers to emphasize accident and illness prevention by anticipating problems, rather than simply reacting to them.

The Consultation Education and Training (CET) Division operates the Michigan SHARP Program. Onsite consultants work with employers to help them become self-sufficient in managing occupational safety and health.

The IMCO Coldwater South Plant recycles more than 180 million pounds of aluminum scrap annually. On a daily basis, their workers handle several hundred thousand pounds of molten aluminum, reaching over 1400° F.

Johnson Technology, Inc. Receives State's Highest Safety and Health Award

Johnson Technology, Inc.'s Latimer Plant has become the eighth facility in the state to receive the prestigious Michigan Voluntary Protection Programs (MVPP) Star Award for workplace safety and health excellence. CIS Director David C. Hollister presented the Star Flag at a special ceremony on July 9th.

The CIS Bureau of Safety and Regulation is responsible for the Michigan Occupational Safety and Health Act (MIOSHA) program. MIOSHA established the MVPP program to recognize employers actively working toward achieving excellence in workplace safety and health. It was developed in 1996 to reward worksites that develop and implement outstanding safety and health programs that go beyond MIOSHA standards.

CIS Director Hollister presented the MVPP Star Flag to David M. Yacavone, President, who accepted the award on behalf of all Johnson Technology's 477 associates. Employees raised the MVPP Star Flag during the ceremony. State and local elected officials, corporate leaders, as well as CIS and MIOSHA representatives, were on hand to congratulate Johnson Technology employees and management on their outstanding achievement.

Johnson Technology has published and posted its commitment to safety and health throughout the facility. It includes the statement: "The implementation of this policy will receive a priority equal to production and quality." Led by President Yacavone, total staff commitment to achieving MVPP recognition was evident during the evaluation process.

The Latimer Plant produces turbine nozzle segments and shrouds for aircraft and land-based systems. Their 477 associates annually manufacture close to 100,000 jet engine parts that are assembled into several different types of aircraft.



CIS Director David Hollister presents a MVPP Star flag to Johnson Technology, Inc.'s Latimer Plant



Michigan Makes Dream of Home Ownership More Achievable

In an effort to make the dream of homeownership more achievable, Governor Jennifer Granholm announced that the Michigan State Housing Development Authority (MSHDA) plans to fund three regional coordinating organizations (RCO) of the Michigan Individual Development Accounts Partnership (MIDAP).

The three RCOs, City Vision, Inc of Grand Rapids, Community Action Agency of Jackson, and Oakland Livingston Human Services Agency of Pontiac, have agreed to match MSHDA's contribution of \$200,000 each for use towards matching participant housing investments up to \$1,000 by \$3 for every dollar saved by the participant.

Individual Development Accounts are matched savings accounts designed to help low-income and low-asset families accumulate a few thousand dollars for high-return investments such as homeownership, education and business ownership.

"Michigan has been a national leader in making housing more affordable for low and moderate income families," Granholm said. "Through this program, more hard-working families in Michigan will be able to realize their dream of homeownership."

Past participants have been overwhelmingly pleased with the services. One participant said, "It jump-starts your goals. If you can get serious about saving your money it motivates you and speeds it up."

In 2000, the Michigan IDA Partnership was created to develop a statewide IDA program in Michigan. Since then, program success has been monumental. MSHDA's new grant agreement with City Vision, Inc, Community Action Agency and Oakland Livingston Human Services Agency ensures the funding of at least 400 Individual Development Accounts.



Four New Homes to be Built in Benton Harbor Thanks To Grant

Governor Granholm announced that four new-construction, single-family homes will be built on vacant lots in Benton Harbor thanks to a \$250,000 grant from the Michigan State Housing Development Authority (MSHDA). All of the homes will be built in the vicinity of Pavone and Empire streets in Benton Harbor by the local nonprofit Cornerstone Alliance.

"By providing a quick and clean process to help the people of Benton Harbor with critical housing issues, we are demonstrating how swiftly state agencies can partner with local communities when the chips are down," Granholm said.

According to Granholm, dislocated families will be given first priority to purchase the homes. Assisting the potential homebuyers with homeownership counseling and information on securing a mortgage will be Home Ownership Made Easier (HOME) of Benton Harbor.

While the MSHDA funds will be used for home construction, the Cornerstone Alliance and Chemical Shoreline Bank will provide low-interest, first-mortgage funding to prospective homeowners.

The local Youth Build Program will assist in this effort so local residents can learn housing construction skills – with workers assisting local sub-contractors as part of this project.

The families who were displaced by civil unrest earlier this summer will have a priority opportunity to qualify for purchasing the new homes.



Governor Granholm and Lisa Lehman from MSHDA's Office of Community Development help break ground in Benton Harbor on Aug. 26.



Commercial Services

Commercial Services Getting Fit with 100 Miles in 100 Days

June 23 was the launch of the Bureau of Commercial Service's 100 Miles in 100 Days competition.

Jean Boven, Director of the Licensing Division, initiated the program and invited teams of up to 8 members to join in the fun and get fit through the summer. Competitors walk or do other kinds of aerobic exercise to complete the equivalent of at least 100 miles before the program ends on September 30.

Besides enjoying the outdoors and increasing our fitness, everyone will be recognized at a potluck capping the event, and there will be a traveling trophy for the winning team.

There are 50 staff members participating (36 % of the bureau), 5 from Audit & Admin Services (38% of section), 14 from Corporations (34% of the division), 13 from Enforcement (27% of the division), and 20 from Licensing (50% of the division) as follows:

Audit and Administrative Services Section: Amy Linder (Team Captain), Al Schefke, Don Strait, Tim Teague, Tyra Tyler.

Corporation Division: Carol Meyers (Team Captain), Jodie Gillespie, Sandy Huhn, Stephanie Laney, Kit Murphy, Anita Ruffin, Monica Price, Deb Shiffer.

Corporation Division: Cletonya LaGrand (Team Captain), Alvina Richardson, Linda Garrison, Lori Burton, Scott Helmic.

Enforcement Division: Heather Anne Miller (Team Captain), Therese Pohl, Nancy Davids, Stephanie Matt, Jeanne Hoin, Steve Gobbo.

Enforcement Division: Mikjell Shaw (Team Captain), Ann Paruk, Kelly Adams, G. Yvette Robinson, Cathlene Haskin, Donna O'Brien.

Licensing Division: Amy Vallier (Team Captain), Dianne Bailey, Linda Clewley, Jennifer Pickard, Sandy Pohl.

Licensing Division: Diane Otis (Team Captain), Christine Pioszak, Rita Burnett, Michele Riddering, Paivi Beverly, Karen Flagg, Paula Smith.

Licensing Division: Jeannine Benedict (Team Captain), Virginia Abdo, Jean Boven, Joe Campbell, Sue Hensley, Diane Kalisz, Mary Littlejohn, Sharon Murphy.

Division Coordinators are: Audit and Administrative Services - 1 Team...Amy Linder; Licensing - 3 Teams...Sue Hensley; Corporations - 2 Teams...Jodie Gillespie; Enforcement - 2 Teams...Heather Miller.



Bureau of Health Services

CIS Presents \$50,000 in Nursing Scholarships to 10 Colleges & Universities

CIS is presenting \$50,000 to 10 Michigan colleges and universities in the latest round of scholarships for students in the registered nurse program.

Each university and college is receiving a \$5,000 nursing scholarship grant as part of a program initiated in 2000 by CIS to address a national shortage in the nursing profession. The Michigan Board of Nursing, a CIS board of health professionals and public members, proposed a scholarship fund after it determined a need for nursing professionals based on state and national health data.

The colleges and universities receiving the grants and the scholarship recipients are: Northern Michigan University, Bay de Noc Community College, Glen Oaks Community College, Andrews University, Ferris State University, Alpena Community College, Kirtland Community College, Davenport University, Lansing Community College, University of Michigan.



Bureau of Commercial Services Hosts Summer Picnic



The Bureau of Commercial Services held its summer picnic on June 24. The planning committee supplied nametags and conducted a mixer that required participants to ask 3 people from each division questions about a celebrity or famous person whose name was taped to their back. Once they guessed the name, they moved the name to the front, and could go back for more. Yvette Robinson (below) of the Enforcement Division guessed the most names and won a prize! Door prizes were awarded to many from money donated for the event. Staff enjoyed the fine barbecuing skills of Al Schefke, Don Strait (at left) and Commercial Services Director Andy Metcalf (at left).



Corporation Division Provides Assistance to International Visitors

The Corporation Division received a request from Regan Watson-Krdu with the International Visitors Council of Metropolitan Detroit asking for assistance and information for visitors from Costa Rica, Guatemala, Mexico and Peru.

The group is the Western Hemisphere Regional delegation looking at the “Protection of Intellectual Property Rights in the US.” On June 13th, Tracy Goss provided an overview on the general functions of the Corporation Division, the specific functions regarding trademarks, service marks, and names/insignias, the value of a registration with the Corporation Division, a general description of the registration process, why we might not register a mark, infringement issues, and counterfeiting marks. He also provided some brief information regarding the US Patents and Trademark Office and the relationship between federal and state registrations. The group was accompanied by two Spanish language interpreters.



OFIS Posts 2002 Insurance Complaint Ratios

The Michigan Office of Financial and Insurance Services (OFIS) released complaint ratios for insurance companies in Michigan - the information is available at <http://www.michigan.gov/ofis>. Individual company information is also available by calling OFIS toll free at (877) 999-6442.

"The increase in the reported statistics can be attributed to two factors – market conditions and OFIS outreach efforts," said Office of Financial and Insurance Services Commissioner Linda A. Watters. "A notable change in one's insurance rates prompts plenty of complaints and the information push OFIS has used to educate consumers on insurance coverage has made us the recognized source for information and assistance."

"In 2001 our consumer assistance help line received 174,276 calls for assistance or file a complaint in regards to insurance, securities, mortgage lenders or banks and credit unions matters. In 2002, our calls jumped to 190,970," added Watters.

Complaint information can be used as a tool to help consumer choose an insurance provider, but other factors should be acknowledged when evaluating a company. Such factors are premium charged, benefits provided by the contract, financial stability of the company, and levels of service provided. It is also important to remember that not all complaints filed result in a determination that the insurance provider acted improperly.

OFIS Grants Order for "The Wellness Plan" Rehabilitation

Office of Financial and Insurance Services (OFIS) Commissioner Linda A. Watters announced that the Ingham County Circuit Court approved an Order for Rehabilitation of The Wellness Plan effective July 1.

The Wellness Plan is one of Michigan's largest Medicaid HMOs - with over 107,000 Medicaid members. The Rehabilitation process allows OFIS to make arrangements to preserve The Wellness Plan's provider network, minimize disruption of services to its members, and to restore the financial solvency of The Wellness Plan. The Commissioner, as court ordered rehabilitator in charge of The Wellness Plan, will oversee the payment to providers for health care services on a going forward basis. Pre-rehabilitation claims will be considered after a complete financial review has been conducted. Medicaid beneficiaries who are currently enrolled in The Wellness Plan can be assured their health care services will not be interrupted due to this rehabilitation order. The Department of Community Health continues to work closely with The Wellness Plan to ensure that timely provider claim payments continue and that Medicaid beneficiaries receive quality health care services.

OFIS Announces Distribution of \$15.7 Million in Settlement Payments to Michigan Household/Beneficial Borrowers

Office of Financial and Insurance Services (OFIS) Commissioner Linda A. Watters announced Aug. 7th that Michigan consumers who had home loans with Household or Beneficial Finance will be able to claim settlement payments.

Notices are being sent to approximately 19,000 Michigan Household/Beneficial borrowers notifying them of their eligibility to share in the state's \$15.7 million settlement with Household International.

"We negotiated a strong settlement with Household, and we are even more pleased to see money flowing back to deserving Michigan consumers who were harmed by Household's predatory lending practices," said Watters.

Under the settlement distribution plan, all Household/Beneficial borrowers who obtained a mortgage loan directly from Household/Beneficial from January 1999 through September 2002 will be sent forms to claim their settlement payment.





Michigan Tax Tribunal

Granholt Appoints Van Coevering as Tax Tribunal Chair

Governor Jennifer M. Granholm today announced the appointment on Aug. 11 of Jack L. Van Coevering as chairperson of the Michigan Tax Tribunal.

“Jack has an immense amount of knowledge regarding tax policy, and that expertise will ensure that the tribunal is effectively working for Michigan citizens,” Granholm said. “It is an honor to have him serve in this capacity.”

A resident of Caledonia, Van Coevering most recently served as the administrator of legal and hearings office in the Michigan Department of Treasury. Prior to serving as office administrator, he was Treasury’s senior tax counsel.

Previously, Van Coevering served as an assistant attorney general in the revenue division of the Michigan Department of Attorney General. From 1987 to 1992, he served as an assistant defender in the Michigan Supreme Court state appellate defender office.

Van Coevering earned his law degree from the University of Michigan and holds a bachelor’s of arts degree from Calvin College. Van Coevering also holds a master’s of law degree in corporate and finance law from Wayne State University.

He succeeds Thomas J. Hughes whose term has expired. Van Coevering is appointed to a term that begins August 18, 2003 and expires June 30, 2007.

The tax tribunal is responsible for reviewing all matters relating to the administration of the property tax laws. Duties of the tribunal include review of disputes relating to assessment, valuation, rates, equalization, special assessments, allocation, and refunds or re-determination of taxes.



Michigan Broadband Development Authority

State Receives Top Ranking in Study of State Broadband Policies

Governor Jennifer M. Granholm participated in a news teleconference to announce Michigan’s top ranking in a new study of state broadband policies. The study, “The State Broadband Index,” was commissioned by TechNet, a national organization of more than 150 technology and business executives who advocate for expanded access to high-speed Internet connections for U.S. consumers and small businesses.

A 2001 study commissioned by the Michigan Economic Development Corporation (MEDC) showed that development of a comprehensive statewide broadband network could create 497,000 jobs and add \$440 billion to Michigan’s gross state product over 10 years. In 2002, the Michigan Legislature created the Michigan Broadband Development Authority (MBDA) with the goal of expanding access to broadband services to consumers and businesses in Michigan, particularly in underserved urban and rural communities. Today, the Granholm administration and MBDA are focused on expanding Michigan’s broadband infrastructure with the support of the Department of Information Technology, Consumer and Industry Services, and the MEDC.

According to the report: “Michigan leads the list of states that have enacted policies to accelerate broadband deployment for broadband applications and services by virtue of a comprehensive strategy to bring the benefits of broadband to all its citizens through policies that clear deployment roadblocks, promote supply and spur demand.”

The Index gave Michigan a score of 133.6 points based on a variety of factors that influence its policy climate. The second ranking state, Florida, scored 77.6 points.

For a copy of the full report, please visit <http://www.technet.org>.



Michigan Economic Development Corporation

MEDC Headlines:

Israel-Based Company to Locate First North American Production Operations in Port Huron: The Michigan Economic Development Corporation has helped convince Dispomedic 2000, Limited to locate its first North American production operations in Port Huron. The Israel-based company plans to invest \$9 million in a 60,000 square foot building in the City of Port Huron Industrial Park, where it will manufacture syringe products. Dispomedic 2000's operations are expected to create 415 new Michigan jobs by 2015, including 200 directly by the company.

New Testing and Research Center to be Located in Brighton: An MEDC incentive package helped convince American Mitsuba Corporation to locate its new testing and research center in Brighton, representing an investment of more than \$10 million. Operations in Brighton are expected to create 90 new, high-wage jobs by 2012, including 85 directly by the company. American Mitsuba had considered locating the testing and research center in either Brighton or a competing site in Indiana, where the company operates a sister facility. A Single Business Tax credit offered today worth \$1.6 million over a 10-year period helped convince the company to expand and create new jobs in Michigan.

MEDC Announces \$2.8 Million Tax-Exempt Bond for Ultra Aluminum Manufacturing: The MEDC announced through the use of the Industrial Development Revenue Bond Program, a \$2.8 million allocation has been approved to help finance the expansion of Ultra Aluminum Manufacturing Inc. in Howell Township. The bonds will be used for financing the construction of an approximately 75,000 square foot manufacturing facility to be located in the Livingston Commerce Center. The company will manufacture ornamental aluminum fencing for residential and industrial applications including custom gates, cantilever gates and swimming pool enclosure aluminum fencing. The project will create an estimated 25 new jobs. Industrial Development Revenue Bonds (IDRBs) are issued to finance projects for manufacturers and certain nonprofit corporations. IDRB financing lessens the cost of borrowing because the interest paid to the bond buyer is exempt from federal, state and local taxes.

Lansing Brownfield Reborn: The MEDC has offered assistance to redevelop a contaminated brown-field site in Lansing. The former Boys Training School site will be rebuilt into a development of "step-up" housing for Lansing families. The project received approval to capture up to \$1,890,237 in state and local taxes that will be used for a variety of infrastructure and site preparation activities. The property, located along East Saginaw Street, has been vacant for nearly 30 years. Burton-Katzman Development Company plans to invest more than \$26 million in the site to create a neighborhood of 180 new homes.

Book-Cadillac Renaissance: Governor Jennifer Granholm along with city of Detroit, Wayne County and Kimberly-Clark officials announced that Detroit's legendary Book-Cadillac, the city's premier hotel through much of the 20th Century, is poised to be redeveloped. The new Renaissance Book Cadillac Hotel (*pictured at right*) will be an upscale brand of Marriott International featuring 483 guest rooms, 76 high-end apartments and a 186-car parking garage. The MEDC played a key role in the redevelopment package by offering a brownfield Single Business Tax credit.

High-Tech Career Fair Success: Nearly 300 prospective employees met with representatives from more than 30 companies at the July 17 High-Tech Career Fair, which was targeted to help keep former Pfizer employees at work and at home in Michigan.





Department of Career Development

Two MD CD Employees Recognized for Service to Veterans

Two Michigan Department of Career Development (MD CD) Veterans' Employment Specialists received awards from the national American Legion in Lansing. The American Legion Economic Awards are presented annually to individuals within each state's employment service agency for outstanding service to veterans. In Michigan, this agency is the Employment Service Agency, MD CD.

Gregg Weaver, of Ypsilanti received the award for Most Outstanding Local Veterans' Employment Representative. He is a Special Disabled Vietnam Veteran with more than 20 years of experience in state employment service to Michigan veterans.

Ed Monagin, of Jackson received the award for Outstanding Disabled Veterans' Outreach Worker. He served three tours in Vietnam and has worked more than 20 years in state employment service to Michigan veterans.

Both Weaver and Monagin have helped thousands of veterans during their careers. They are two of the approximately 70 Veterans' Employment Representatives available to assist veterans and employers at Michigan Works! Service Centers statewide.



Liquor Control Commission

Governor Granholm Designates Nida Samona as LCC Chair

Governor Jennifer M. Granholm designated Nida Samona as chair of the Liquor Control Commission. Samona was appointed to the commission effective August 25, 2003.

"Nida will work hard to ensure that Michigan is enforcing the state's liquor laws and that the people of Michigan are obeying those laws," Granholm said.

Samona, of Southfield, most recently served as an assistant prosecuting attorney in Macomb County, assigned to the Criminal Sexual Conduct Unit. Previously, she served as a trial attorney in Macomb County District Court and Circuit Court.

Samona earned her law degree at The Detroit College of Law and holds a bachelor's of arts degree from Marygrove College in Detroit.



Energy Office

CIS Energy Office Awards \$20,000 Grant for Alternative Fuel Vehicles

The CIS Energy Office awarded a \$20,000 U.S. Department of Energy Clean Cities grant to Downriver Community Conference to encourage alternative fuel vehicle (AFV) purchases by local fleets. The grant will allow Downriver Community Conference (DCC) to offer incentives to public and private fleet owners in the greater Detroit area to offset some of the incremental cost difference between new light-duty AFVs and comparable gasoline vehicles. This grant will encourage local fleet owners to purchase 10-20 new alternative fuel vehicles which they may not have considered without incentives. Not only will this project create an estimated \$200,000 - \$400,000 in public/private investment in AFVs, but it will also benefit the greater Detroit area by helping to reduce air pollutants and our dependence on foreign oil. For more information, visit:

<http://www.michigan.gov/energyoffice>.



MPSC Starts Investigation of Power Outage and Restoration Efforts

The Michigan Public Service Commission (MPSC) issued an order starting a Michigan-specific investigation into the August 14 power outage and the efforts to restore power by local distribution companies.

"The lives of millions of Michigan residents were disrupted on August 14 when these massive power outages occurred," said MPSC Chair J. Peter Lark. "This investigation will look into whether Michigan utility companies had taken adequate measures to prevent such an outage. Michigan residents deserve to know."

The investigation will examine the preparation of both regulated and unregulated electric distribution companies and interstate transmission operators for reacting to cascading power grid collapses.

In addition, the investigation will focus on:

- ♦ the extent, duration and causes of the outage relating to Michigan customers;
- ♦ the reaction of Michigan electric utilities and transmission grid operators, including, but not limited to, Detroit Edison, Consumers Energy, American Electric Power, International Transmission Company; and Michigan Electric Transmission Company to the outage and the events preceding it;
- ♦ a comprehensive assessment of the power restoration efforts by Michigan companies; and recommendations designed to prevent future disruptions;

MPSC Schedules Consumer Forums Around the State

The Michigan Public Service Commission (MPSC) announced that it will host a series of consumer forums around Michigan in September and October.

Each forum will include the latest information on electric and natural gas rates for the winter, the investigation into the recent blackout, opportunities customers have to select an alternative electric or natural gas provider, the status of local and long distance telephone service and the national "Do Not Call" list.

Following is information on each upcoming consumer forum:

Sault Ste. Marie- Tuesday, Sept. 9, 6 p.m., City-County Building Commission Room (2nd Floor)
325 Court St.

Lansing- Monday, Sept. 15, 6 p.m., Letts Community Center - Gym, 1220 West Kalamazoo

Grayling- Thursday, Sept. 18, 6 p.m., City Hall - Council Chambers, 1020 City Blvd.

Bloomfield Township- Tuesday, Sept. 23, 6 p.m., Lahser High School Auditorium
3456 Lahser Rd.

Ecorse- Thursday, Sept. 25, 6 p.m., City Hall - Council Chambers, 3869 West Jefferson Ave.

Kalamazoo- Tuesday, Sept. 30, 6 p.m., City Hall - Commission Chambers, 241 West South St.

Detroit- Thursday, Oct. 2, 6 p.m., Northwest Activities Center - Ballroom, 18100 Meyers Rd.

Granholm Names Peter Lark Chair of Public Service Commission

Governor Jennifer M. Granholm announced on July 10 the appointment of J. Peter Lark as chair of the Michigan Public Service Commission.

Lark, of Okemos, most recently served as an assistant attorney general in charge of the Special Litigation Division of the Michigan Attorney General's Office where he has served since 1979. Before joining the Attorney General's Office, he served as assistant prosecuting attorney for Wayne County.

Lark received his law degree from the Western New England College School of Law and holds a bachelor's of science degree from Boston College.



BW&UC Encourages Jobless to File Claims Via the Internet

Michigan's unemployment insurance program has upgraded its system for taking unemployment claims via the Internet (<http://www.michigan.gov/bwuc>). The Internet process has had some of the earlier limitations removed, giving more of the state's jobless the ability to file their unemployment claims online. In addition, it has added some new security features to the Internet process. The most significant upgrade allows workers to file online, even if they have had more than one employer over the previous 18 months. The system now also accepts additional unemployment claims, which jobless workers file to re-establish eligibility for benefits after a return to work during their benefit year. The online process is fast, easy and a tremendous convenience for the unemployed as it takes between 30 and 45 minutes to complete and can be done from the comfort of one's home or from any computer with Internet access. The Bureau of Workers' & Unemployment Compensation's (BW&UC) website accepts online claims applications Monday through Friday, from 7:00 a.m. to 7:00 p.m., including holidays that fall on weekdays. To file a new claim online, the key requirements for unemployed workers are that they:

- ♦ Live in and have worked only in Michigan during the past 18 months;
- ♦ Have filed an unemployment claim within the past 10 years; and
- ♦ Have no wages from the federal government.

Staff in BW&UC Office of Investigations & Compliance Undergo Cross Training

Cross training has begun for staff in the BW&UC Office of Investigations & Compliance. The office, which was formed last year, combined unemployment insurance fraud and wage and hour investigators. Over the coming year, investigators from both programs will be cross-trained to work in enforcing the following five state laws:

- ♦ **Michigan Employment Security Act** - provides unemployment insurance benefits to eligible jobless workers and a system for taxing Michigan employers;
- ♦ **Act 90 Youth Employment Standards Act** - covers all Michigan employers and sets work permit requirements for minors, regulates their hours of employment, sets their meal/rest periods and bans their employment in hazardous jobs;
- ♦ **Act 154 Michigan Minimum Wage and Overtime Law** - covers employers who employ two or more youth 16-years-old and older and provides for a \$5.15 per hour minimum pay rate and for overtime pay of one and a half times the regular pay rate;
- ♦ **Act 166 Michigan Prevailing Wage Act** - covers construction workers employed on state-financed or sponsored construction projects;
- ♦ **Act 390 Payment of Wage and Fringe Benefits Act** - covers most Michigan employers and among other things regulates the payment of hourly wages, salaries and commissions and the payment of certain fringe benefits; provides for the regular payment of wages; and prohibits unauthorized pay deductions.

Time Lag for Getting First Payments to Injured Workers Improves 5 Percent

Under Michigan law, workers injured on the job are to receive their first workers' compensation benefits within 14 days of being determined eligible.

Every year, the BW&UC publishes a paylag report, which shows the average number of days it takes for an injured worker to begin receiving benefits. The just released 2002 report revealed improvement as the overall average number of days from the injury's effective date to the first payment dropped to 18 days from 19 in 2001. While the overall average is still above the statute requirement, it has been dropping steadily since the workers' compensation program's first paylag report in 1994.



CIS Salutes is devoted to employee accomplishments (on and off the job), letters of appreciation and staff changes. Please send CIS Salutes news to: **Lori Donlan - ldonla@michigan.gov**.

BHS Employee Pictured in "Runners World"

Jeanette Robinson from the Bureau of Health Systems is a celebrity. Her picture was featured on page 66 of the July 2003 "Runners World" magazine. Jeanette ran during the Keweenaw Trail Running Festival, a series of several races which takes place along beautiful Lake Superior in July. This race not only involves running up and down steep hills, but through the sand dunes too. Bureau of Health Systems employees are proud of Jeanette's accomplishment!

Adult Education Expert Invited to Speak at National Symposium

Dianne Duthie, director of MDCCD's Adult Education, was invited to speak at a national symposium on English as a Second Language (ESL) in Florida. She addressed approximately 150 Adult Education administrators about the ESL programs in Michigan.

Gawrych Promoted to Capt. in National Guard

MDCCD Marketing & Public Relations National Guardsman **Tom Gawrych** has been promoted from first lieutenant to captain. In his new position, Captain Gawrych will be in command of a company of 170 soldiers based in Taylor, Michigan. The official change-of-command

ceremony took place August 2 in Taylor.

MRS Staff Pass Exam

Seven Michigan Rehabilitation Services (MRS) staff have recently passed the Certified Rehabilitation Counselor (CRC) Exam. They are: **Norma Andres**, counselor at the Detroit Porter Office; **Audrey Bagnowski** and **Rochelle Johnson**, counselors at the Monroe Office; **Thelma Clark**, site manager of the Detroit Grand River Office; **Wilda Haney**, counselor at the Detroit Porter Office; **Mary Elaine Westberg**, counselor at the Lansing Office; and **Vicki Wright**, counselor at the Clinton Township Office.

MRS Tech Graduates

Connie Bretes, policy and quality assurance technician in the MRS Central Office, has graduated from Baker College in Flint, where she earned a Bachelor of Arts degree in business administration, magna cum laude.

Hatt Receives Air Force Pin in Honor of Her Son

When you see **Eva Hatt** of the Bureau of Safety & Regulation General Industry Division in the hall, ask to see her new pin. She and her husband Cliff received pins and a letter from the Air Force to commemorate her son, Lanny Bugg, having been recognized as one of the outstanding mechanics in the Air Force. We don't know if

he received a pin, but he was rewarded with a ride in an F-16. Eva has the pictures to prove it! He is currently in the running for "Air Force Mechanic of the Year", one of only 10 enlisted personnel nominated nationwide for this top honor. The pin is modeled after a World War II flag which the Air Force used to give employers who supported the war effort. Eva's pin has a "P" on it, denoting "Parent"; or in Eva's case, "Proud Parent"!

Our Employees Receive Letters of Appreciation

Kudos for Bureau of Family Services: **Barbara Smalley**, Bureau of Family Services Area Manager, received the following letter of appreciation of efforts by herself and **Ruth McMahon** in the licensing process: "I wanted to let you know that I appreciate all of the support and help that Ms. Ruth McMahon has given me over the past few months. Her invaluable insight has made the licensing process much easier and more successful for Twin Oaks. I'd like to thank you for your assistance as well. I feel that I have reached the completion of one part of my career and the beginning of the next stage of the journey. Ms. McMahon is part of an important network of people who provided the advice, suggestions, referrals, and support that helped bring to life my dreams and desires. I would like to thank both of you



again for being so supportive and informative. You both truly did make a difference. Sincerely, Lennix Webster, Twin Oaks Extended Care Corporation, Inkster"

Kudos for Michigan

Rehabilitation Services: May

Alam, Joanne Chapman, Mercedes Giddings, and Susan Rose of the Livonia Office of Michigan Rehabilitation Services received a thank you letter from a client: "I am grateful for aid and assistance from MRS. Without it, acquiring work and everyday life would have been much more difficult. Thank you all so much for all you have done for me. It's amazing what can be accomplished with a staff like you and yours."

- **Jill Ferris and Jeanette Murray** at the Lansing Office of Michigan Rehabilitation Services received this note: "This indeed has been the perfect fit. I am very involved with the office and have been told that I am doing very well here. They are happy with me. I'm glad that I was able to get a lead on this job. It has been great for me. Thanks for everything."

- **Jamie Barczewski**, a counselor at the Monroe Office of Michigan Rehabilitation Services, is praised in this note to his supervisor: "I would just like to express how thankful and grateful I am for the help that Jamie Barczewski gave me in gaining employment. I believe that I was with Jamie about a month, and he was able to do for me in that short of time what I had

been trying to do since September."

-**Joseph Skupin**, a counselor at the Clinton Township Office of Michigan Rehabilitation Services, received praise in this letter to the agency: "Joseph Skupin cares about his clients. He spends his personal time making phone calls and finding new services and helping organizations for his clients. You don't find that kind of personalized care anymore. Joe truly helped me help myself."

-A client of the Bay City office of Michigan Rehabilitation Services sent this letter thanking four staff members: "**Paul Kuehl** restored my faith in myself and in mankind. You have given me far more than a road to success. You helped me to restore my self-confidence. Thank you for never giving up on me. **William Leichner** helped me realize that I was simply experiencing a temporary setback and that I was quite capable of moving on in my life. **Linda Hartgrove** gave me support, direction, and encouragement. Thank you for continuing to consider job prospects for me when I was temporarily out of the loop. **Gary Holik** networked me towards my first paycheck in too many years. Your efforts helped me to regain a sense of self-worth that I was sorely lacking."

-**Ron Freemire**, a counselor at the Saginaw Office of Michigan Rehabilitation Services who retired June 30, received this letter from a former client: "It's been almost 10 years since we

worked together on my rehab plan, yet I remember it like it was yesterday. You had a profound, positive impact on me during my time of need. What you provided was much more than financial. It was about encouragement, support, and guidance. I wonder how many clients who passed through your office door realize how fortunate we were to have had you for our caseworker?"

-**Scott Silk**, a counselor at the Flint Office of Michigan Rehabilitation Services, received this letter from a former client: "I am entering my last week for my first term back in school. It seemed like an excellent time to send you this note to once again thank you for your part in making this possible for both myself and my wife to do something meaningful with life. None of this would have been possible without you and people like you who helped put me on the proper path. Thanks, Scott, for being who and what you are."

Kudos for Bureau of Safety & Regulation Occupational Health

Division: **Jim Hensley**, industrial hygienist with the OHD District 3 office in Farmington, received the following note from an employee representative who accompanied Jim on a recent inspection. "I really enjoyed meeting you today. I have a new appreciation for the responsibilities of your job. Thanks for the 'solo' time you spent with me. It did not go unnoticed by upper management. Feel



free to contact me if you have any concerns." Great job, Jim.

Kudos for Bureau of Safety & Regulation Consultation

Education & Training: CET received a call from Mr. Dave Heinz, Safety Director of Birchwood Construction thanking CET Construction Consultants **Bill Gasser, Richard Summer, Tom Swindlehurst** and former Consultant **Patricia Meyer**. Mr. Heinz stated "Over the years, I have worked with Patty, Rich and Tom and now I am working with Bill." He has insurance companies competing for his workers' compensation insurance. Birchwood now has the best comp rate they've ever had and he says it's because of all the help he's gotten from CET.

-**Micshall Patrick**, CET consultant, received a thank you letter from Catherine McLaughlin Brechtelsbauer, Director of Personnel and Labor Relations with the City of Jackson. Catherine commented that the training session "was filled with important information." She also stated she appreciated Michsall's presentation style stating "It communicates your interest in making our staff successful in meeting our mutual safety goals." Good job Micshall.

-In a July 14 thank-you letter from Michigan Community Blood Centers in Grand Rapids, Christine M. Revere, Safety Officer praises the service she has received from CET consultants:

Jenelle Thelen, Sherry Walker, Micshall Patrick, Elmer Miller (retiree) Richard Zdeb, Rob Stacy and others in the past. Christine states in her letter "In less than six years' time, our safety program has soared and attitudes have changed. I can honestly say that with your help, we have changed our corporate culture to include safety as a priority."

Kudos for Bureau of Safety & Regulation Occupational Health Division: **Jon Walker** of OHD's Asbestos Program received the following letter of appreciation from a homeowner that ran into problems involving asbestos as a result of a contractor hired to replace his boiler. "First of all, a hearty thanks from Tod and I for making the perilous trip down to Jackson on Friday night. I will count Friday, August 1 as one of the most STRESSFUL days of my life. But you helped make it go a lot smoother than I expected. I appreciate your help, your suggestions, and most of all, I appreciate your department for helping [the company] realize that what they were doing was wrong, and endangering their young worker's lives. Bless you and all you do for our State!" Tom Oakley/ Tod McMillen

Kudos for Bureau of Commercial Services: **Barb Maki**, an employee working in the Testing and Education Services Unit of the Licensing Division recently got an e-mail from Stacey Roslund for

Barb's assistance with the cosmetology examination. "Thank you for your help, I appreciated it a lot! For the last 3 months I haven't had anybody actually help me. I just kept getting 'the run around!' We all hate that....Thanks again, Stacey Roslund."

-**Jennifer Pickard**, who works in the Builder's Unit of the Licensing Division, received her kudos from Pamela Zeller, Constituent Services Coordinator for State Senator Virg Berneros, who was trying to obtain information about a license for a constituent. In a letter to **Gloria Keene**, Jennifer's supervisor, she wrote, "I just wanted to take a minute to drop you a quick letter letting you know what a wonderful job she [Jennifer] did and how much both our constituent and myself appreciated her helpfulness. It was a pleasure to have her assistance...Please thank her on my behalf."

-**Amy Vallier**, who also works in the Builder's Unit, received a Thank You note from Terry and Linda Todd, who wrote "Thank you so much for all your help and getting us through this mess. Terry got his license in the mail the other day; he's so happy! It was a great pleasure working with you, and thanks, again."

-At a recent Professional Surveyor Board meeting, Board member Vic Lukasavitz praised Bureau of Commercial Services testing staff, **Paige Colley** and **Foye Longworth**, for the excellent job they did administering the



CIS Salutes

Michigan Surveyor examination. He indicated he had an opportunity to drop by the exam to witness check-in, instructions to the candidates and the commencement of the examination. Vic said everything was well organized, timely, the instructions to the candidates were clear and the exam site was very nice. His overall comment

was that department staff members are doing an excellent job.

-Rita Burnett in BCS

Licensing recently received thanks for her role in preparing a certification of licensure for real estate licensee, Neal Berkowitz. "Rita, In all the years I have dealt with your agency as well as the states of Arizona, Florida, Pennsylvania and

Indiana your service clearly excels above the rest," he stated. "You have made the administrative process very pleasurable. Thanks for your assistance."



Staff Changes

MDCD Staff Changes

-MDCD Office of Labor

Market Information: **Stephen Woods**, Economic Specialist.

-MDCD Customer Service Division: **Michael West**, Disabled Veterans' Outreach Worker; **Janice Edwards**, ES interviewer, and **Trina Lacrosse-Ruokala**, ES Interviewer.

-MDCD Labor Exchange Services Division: **Deborah Hughes**, Departmental Analyst.

-MDCD Michigan Rehabilitation Services Staff Changes: **Jaye Balthazar**, deputy director of Michigan Rehabilitation Services (MRS), became state director of MRS on June 30. She replaces **Robert Davis**, who retired after serving 32 years with MRS, the past five as state director. Jaye has been with MRS since 1976, promoted over the years from rehabilitation counselor to district office unit leader, regional staff development supervisor, statewide casework consultant, deputy division director, division director and deputy state

director.

-Ron Freemire, rehabilitation counselor at the Saginaw MRS Office, retired June 30. Ron joined the agency in 1988 in Saginaw, later serving at the Bay City, Midland, and Mt. Pleasant MRS offices. He returned to the Saginaw Office in 2000.

-Duncan Wyeth, consumer customer relations specialist for MRS, has accepted the position of executive director of the Michigan Commission on Disability Concerns in the Family Independence Agency. The appointment is effective Aug. 4.

MIOSHA Staff Changes

-Congratulations to Bob Clark on his appointment as Chief, MIOSHA Information Division effective August 17. Bob brings a wealth of knowledge and experience to the position including more than 26 years of experience in the MIOSHA program. Bob holds a BS in Mathematics from Michigan State University

-Joining the Audit &

Administrative Services Section is **Lindsay Moyer**, whose primary responsibility will be Final Order Compliance Monitoring.

Health Systems Staff Changes

-Cindy Beckman, of the Bureau of Commercial Services Accountancy Unit in the Licensing Division accepted a Department Trainee position in the Bureau of Health Systems. Cindy will be working with nursing home complaints.

Commercial Services Staff Changes

-Marcele Challenger joined the Licensing Division, as the secretary for Jean Boven, Licensing Director. Marcelle comes to us from the Office of Attorney General.

-Colleen Billington joins the Builder's Unit of the Licensing Division, as the secretary for the Builder's Board.